On-Line Key Caller Fort Stewart / HAAF

GETTING PREPARED, STAYING PREPARED

At the end of the training, you will be required to complete and pass an exam to receive a Certificate of Completion. This training has been developed for Fort Stewart and Hunter Army Airfield.

Please contact Army Community Service (912) 767-5058/(912) 315-6816 if you would like to take the training in – person. We offer classroom training once a quarter.

Purpose of Phone Tree

- Phone tree is a FRG mission activity
- Primary purpose is to provide timely and accurate information from command to families
- Phone tree also provides the FRG an opportunity to:
  - Introduce Families to FRG
  - Welcome new families to unit
  - Notify and encourage families to attend unit and FRG-sponsored activities
  - Assist Families by providing referrals
  - Monitor unit families' well-being
  - Maintain families' connection to the FRG and unit

Setting Up the FRG Telephone Tree

- FRG member roster compiled from:
  - Unit roster
  - Completed Family Readiness Information forms
  - Requests to Soldiers and Families for Family contact information
- FRG leader (in conjunction with phone tree chair) develops the phone tree
- Each key caller to contact a small list of families on ongoing basis
- Keep in mind participation in FRG is voluntary

FRG Phone Tree Operations

- FRG leader receives official information from command

- Information passed to key callers via FRG leader or FRG Phone Tree Chair

- Key callers contact their assigned Families

- Key callers then notify either FRG leader or FRG Phone Tree Chair

- Specific guidance to be provided by FRG leader

FRG Phone Tree Operations

- Unit Recall rosters are not acceptable for inspection purposes
- Family Readiness Phone Tree or Key Caller Roster contains Family contact information, not Soldier – terms interchangeable.
- Recommend the FRG Leadership and Key Callers develop a system to verify accurate phone numbers on a reoccurring basis
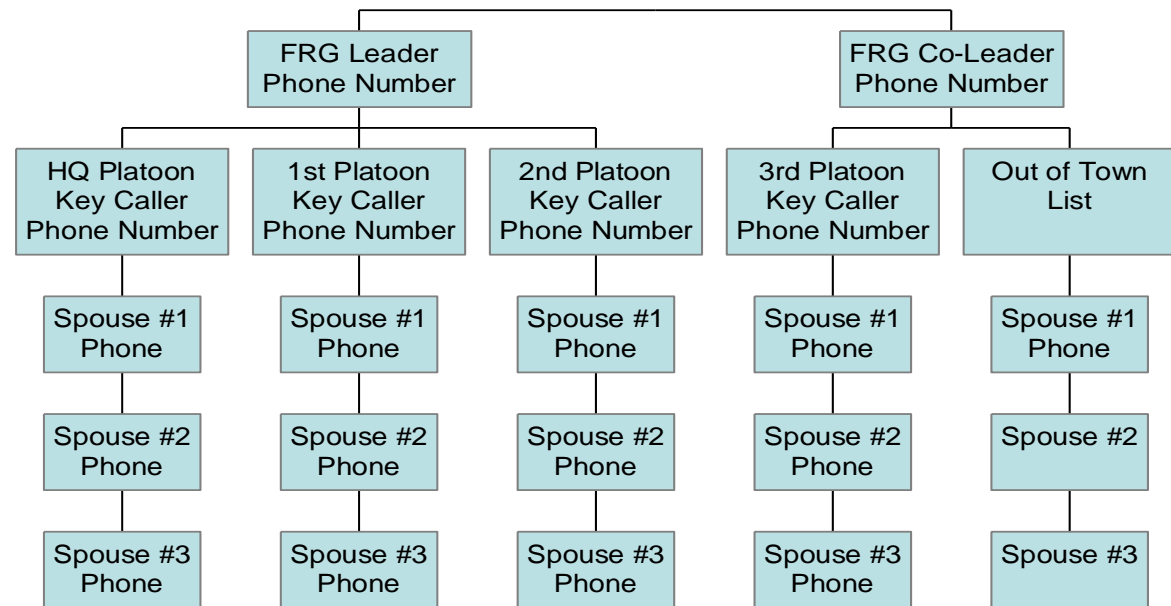- Commander and FRG will document all Phone Tree activation or Family contact attempts.

Family Readiness Chain of Concern

FRG Chain of Concern/Key Caller Roster are interchangeable terms.

Roster must be classified FOUO.

At NO time is contact information allowed to be released to persons not on this roster.

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              FRG Leader                                    FRG Co-Leader
             Phone Number                                   Phone Number

   HQ Platoon    1st Platoon    2nd Platoon    3rd Platoon    Out of Town
   Key Caller    Key Caller     Key Caller     Key Caller     List
  Phone Number  Phone Number   Phone Number   Phone Number

   Spouse #1     Spouse #1      Spouse #1      Spouse #1      Spouse #1
   Phone         Phone          Phone          Phone          Phone

   Spouse #2     Spouse #2      Spouse #2      Spouse #2      Spouse #2
   Phone         Phone          Phone          Phone

   Spouse #3     Spouse #3      Spouse #3      Spouse #3      Spouse #3
   Phone         Phone          Phone          Phone
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This document is for official government use only. At no time should this information be given to persons Not on this roster. Updated 1/30/04

RD POC
Phone Number

For emergency use only
BN FRG Leaders
Phone Numbers

Contact with Families

Frequency of contact with Families will depend on:

- Number of Families assigned

- Phase of unit's deployment cycle

- Activity level of FRG

- Whether Families seek help from FRG

- Recommend contact every 30 days when the unit is deployed and every 90 days when unit is home.

FRG Key Caller Responsibilities

- Relay information from command accurately; in some cases, command will provide a script

- Make information calls in TIMELY manner

- Call periodically to check on Families, especially in deployment and post deployment phases of deployment cycle every 30 days.

- Address Families' questions, referring to others when appropriate

- Maintain Family privacy and confidentiality at all times.

FRG Key Caller Responsibilities (continued)

Perform administrative tasks per Commander and FRG Leader Guidance:

- Register as statutory volunteer (mandatory)
- Submit volunteer hours (very important)
- Track all calls with families ***
- Provide updated Family Contact information to FRG leader (including when Family members leave the area during deployment) to keep FRG roster up to date

<u>Tips to Handling Key Caller Role</u>

- Understand the boundaries of your role
- Learn effective ways to handle different types of calls

- Maintain confidentiality
- Know when to notify FRG leader (or phone tree chair)
- Take care of yourself and learn effective ways to handle stress
- Develop and use your Smart Book and other resource materials

<u>Tip: Understand Key Caller Role</u>

- Key Caller is responsible for providing referral and **not** solving Family's problem
- Keep in mind you are not expected to know everything, but know where to look for answers to Families' questions
- Follow-up is not required (i.e. you are not responsible for checking to make sure Family contacted the referral agency)
- Seek help from FRG leader or phone tree chair when:
  - Unable to answer question or provide referral
  - Have difficulty dealing with a Family

Different types of Phone calls

Generally speaking, these are the types of calls you will make when conducting this important duty.

Calls by Key Caller to Family:

- Information, Official/Health and Welfare

Calls by Family to Key Caller:

- Information, Problems, Gossip and rumor, Chronic Crisis

Tip: Keep FRG Leader Informed

- FRG leader to provide procedural guidance

- Situations when it is important to notify FRG leader:

    - Crisis situation

    - Issues experienced by many Families

    - Emerging issues being experienced by Families

    - Difficult issues Families are facing

    - Rumors Families are hearing

    - Questions that require command response

<u>Tip: Take Care of Self</u>

- Maintain health and well-being

- Manage demands and have the proper mindset for the job

- Take action "when stressed out"

- Set boundaries. (i.e. no calls before 10:00 am, no calls after 8:00 pm)

Tip: Develop a Smart Book

- Operation **READY** Key Caller Handbook

- List of assigned Families and contact information

- Forms (e.g., phone tree log form, family contact form, volunteer incidental expense reimbursement form)

- Community directories

Hyperlinks to Resources

Key Caller Contact Forms

Key Caller Notebook

Key Caller Phone Tree Log

Key Caller Resolution Form

Highlight resource you need, right click on hyperlink, select open hyperlink

You have completed the on-line version of the Key Caller Training. You will now take the attached Key Caller exam.

Once completed and graded, a certificate of completion will be emailed to you within 3 business days. Key Caller is an inspectable item and the Certificates will be reviewed.

Thank you for volunteering for your unit's Family Readiness Groups.

Any questions or comments can be directed to: **usarmy.stewart.usag.mbx.army-community-service@mail.mil**